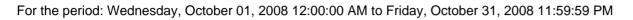
Customer Service Report for the ADB

For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	0	0	2	0	0	10
Password Reset	9	0	0	0	0	0	0	9	0	0	7
ADB											
Connectivity	14	0	0	2	1	0	0	10	0	5	12
DELPRO	49	0	0	0	0	0	3	33	6	7	12
Fellowship Pmt Syst	19	0	0	0	1	0	0	6	12	0	8
Finance	1	0	0	0	0	0	1	0	0	0	0
General Info	20	0	0	0	0	1	0	14	2	3	16
GUI	1	0	0	0	0	0	0	1	0	0	7
ID Reactivation	192	0	0	0	0	0	0	187	5	0	6
Keyword	28	0	0	0	0	0	0	27	1	0	8
On The Spot Awards	1	0	0	0	0	0	0	0	1	0	11
Registration	6	0	0	0	0	0	0	5	1	0	13
Reports	2	0	0	0	1	0	0	1	0	0	20
Security	3	0	0	0	0	0	0	2	1	0	6
SSF	2	0	0	0	0	0	0	0	2	0	8

Customer Service Report for the ADB





		CREATED					ASSIGNED/PENDING/ CHECKED OUT			CLOSED		
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close	
OS/390												
Printer/VPS	1	0	0	0	0	0	0	0	0	1	25	
Grand Total:	350	0	0	2	3	1	4	297	31	16	8	

Total Tickets Closed: 344

Total Tickets Assigned/Pending/Checked Out: 8

352